code that can be transmitted via TCP/IP packets to said access system over said TCP/IP network, said access system being able to receive said TCP/IP packets and to parse said HTML code into text and non-text portions, said access system utilizing the functionality of a customized web browser which is customized by a plug-in to navigate among said web pages;

a telephone system coupling said telephone to said access system for interactive communication with said access system; and

a text-to-speech system associated with said access system for reading at least some of said text to a user of said telephone.

7.   (amended)   A computer implemented process for obtaining web page information over a TCP/IP network comprising:

implementing a connection of a telephone user to an access system that is coupled to a TCP/IP network;

detecting a selection of at least one navigation command by said telephone user to access a web page accessible over said TCP/IP network; and

navigating utilizing the functionality of a customized web browser which is customized by a plug-in over said TCP/IP network to said web page in response to said navigation command, resulting in a verbal communication of at least some information derivable from said web page to said telephone user.

17.   (amended)   A method for retrieving e-mail that was sent over a TCP/IP network comprising:

calling from a user telephone through at least one publicly accessible telephone switch office to an access computer coupled to a TCP/IP network;

providing user identification and a password to said access computer;

retrieving e-mail via said access computer that was sent over said TCP/IP network and addressed to said user; and

reading said e-mail to said user of said user telephone utilizing a text-to-speech system.